

Strategic Approach to Child Support Data Purification

System Conversion

Anthony O. Bailey

South Carolina Department of Social Services

Child Support Services Division

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Executive Summary

Statement of problem

Dealing with 46 County systems, which have differences in their system development, can be daunting. Since the current State System, Legacy IV-D System, has a common way of getting information from these 46 systems, it will be logical to use it as base for converting all Child Support data to the new system.

Goal

The goal is to have Child Support Legacy System with that of all 46 County systems' biometrics cleaned up in readiness for the new Centralize Child Support System.

Risk to the Division

Since Support payments will go on either debit card, direct deposit, or paper check, it is vital for the Division to get the biometrics of clients' right for disbursements. This will prevent negative media publicity when clients are unable to access their money as a result of missing information.

Major findings

As expected, several missing SSN, transposed SSN, client's name misspelled and some cases with different mismatched clients exist on both systems. Some IV-D clients are being paid at the County and some thru the State Legacy system. Some cases are closed on the County system but active on State Legacy system.

Recommendations

Update Legacy IV-D system to be able to disburse money directly into Custodial Parent bank accounts. Re-direct all IV-D payment cases at the County level back to central Legacy system for disbursement. This will make conversion easy to the new system.

Overview

Vision Statement

The State Child Support Services Division is under Federal mandate to develop a centralized Child Support Services System; however, this system is under development. So, at some point, the State will perform 46 plus one data conversions to the new centralized child support system. In preparation for this event, it is imperative to have clean data to convert. It is understandable that the developer of the new system will have a way to convert the 46 plus one systems, but two previous tries have proved to be difficult. I do believe what I am investigating might help to make the developer's work easier.

The disparities of demographic biometrics data between Child Support Cases on Legacy IV-D System and those that reside on South Carolina 46 County Systems are commonly talked about without resulting solutions for occurrences. Experience from past history of sanctioned cleanup project has shown that some names can be spelled in couple of ways (Christina/Kristina; Robert/Robbie, Bob; etc.); in addition to this problem, there are those who use compound names (Mary-Beth, John-Paul) that get mistaken as both first and middle names. Secondly, when entering the Social Security Number (SSN), the common error made is transposing digit within the SSN. So, on a system that does not verify SSN with the Administrator, this can be devastating to our clients. All 46 County Family Court systems do not verify SSN. Only the State Child Support Legacy system verifies SSN. Thirdly, disbursement of collected funds are done on 46 systems plus one in various forms. Finally, some Child Support Cases on each County system are coded "Private," meaning that cases do not exist on the State Child Support System. Effort to bring these cases to the State system is on the way; at least to have the biometrics established.

Goals

I will be using one of the smallest Counties in the State, Allendale County, as my test county to probe against same County data on Child Support Legacy IV-D System which is the State system.

Dealing with 46 County systems, which have differences in their system development, can be daunting. Since the current State System, Legacy IV-D System, has a common way of getting information from these 46 systems, it will be logical to use it as base for converting all Child Support data to the new system.

Clean data coming from the County systems to the State Child Support Legacy IV-D System will make conversion of IV-D cases easy to be loaded on to the new Child Support system in development. What will be left at the counties will be private Child Support cases, Alimony Support, and Medical Support. County staff, if not being done already, should clean up these cases before the new system is up and running.

Risk and/or limitations for success

If data clean up on all the 46 County Systems and that of the State Legacy IV-D system are not properly done before the new Palmetto Child Support System (PACSS) go live, the Division will see a public backlash. This should be avoided at all cost. Secondly, once all Counties are cleaned up, IV-D cases that get Child Support disbursement thru these Counties should be re-directed to IV-D Legacy system to handle all IV-D disbursement to Custodial Parents. Otherwise, the data will get corrupted again.

Resources

The approach of this paper is to find a better way to bring seamless method of bringing forty six (46) County systems data and one central IV-D system data at the State level ready by eliminating inconsistent data into a brand new State Wide Child Support System (PACSS). Definitely, for this paper, it will be daunting to cull up all the 46 systems plus 1 for analysis. As a result, this paper is focusing on one small County, Allendale, data compare to same data on Central IV-D study for study.

With the help of DSS IT Department, 875 Child Support County data was extracted from Allendale County system which was uploaded onto a data base designed for the purpose of this paper (Fig. 3). These fields will contain biometric data from the County System, which are Custodial and Non-Custodial first, middle and last name, SSN and Court Reference Number (CRN). From the Child Support Legacy IV-D system, 928 cases was extracted and loaded onto a data base similar to that of the County data base (Fig.1) with additional field called Case ID Number.

The manpower to get this done, if this methodology is proven right, should be those in the Regional offices of Child Support Services. Each Region will be responsible for Counties that falls under them. Staff at the Central Office will be reserve to help when they are needed in some other form.

CoC Data

FIPS Collection Ind Inter Indicator CRN C Cost

CPF CPM CPL CP&N

NCPF NCPM NCPL NCP&N Report

NOTE

DSS Collection Indicator Legend:

- A. Value "Y" if the collection amount was forwarded to DSS
- B. Value "N" if the collection amount was NOT forwarded to DSS
- C. If the Interstate Indicator = "Y", then this indicator must be "N"

Interstate Indicator Legend:

- A. Value "Y" if the payment was sent directly to another state
- B. Value "N" if the payment was NOT sent to another state
- C. The DSS Collection Indicator must be "N"

C Cost: OF SIGNATION-FEE-INDICATOR

- A. Value "Y" if the NCP agreed to sign the \$4 fee
- B. Value "R" if the NCP refused to sign
- C. Blank. The NCP has not been contacted

Records Found 970 of 970 Find Coc Data

Fig. 1 - County Data Base Screen Shot

A third data base built, IV-D Data to CoC Data, is relational to both the County data base and the State Legacy IV-D system data for comparison (Fig. 2).

On this data base, it is expected to see cases on both the County System and that of State IV-D Legacy system be matching by Court Reference Number (CRN) fields on both data bases. Also, on this data base, cases that are not matching can be search for by the same CRN.

Because of the sensitivity of the data this paper is working with, SSN, Case ID Number and Court Reference Number are redacted. A sample comparison report partly redacted is presented as Fig. 3 and Fig. 4 on page 11.

Approach: [IV-D Data] [APRV - D Data]

File Edit View Create Browse Window Help

OK Cancel New Condition Clear All Find Assistant

IV-D Data to CoC Data

Collection Ind	Inter Indicator	Designation	CRN
FIPS	County Name	CaseID	4CRN
4CPF	4CPM	4CPL	4CPSSN
CPF	CPM	CPL	CPSSN
4NCPF	4NCPM	4NCPL	4NCPSSN
NCPF	NCPM	NCPL	NCPSSN
4Memo			

Report

DSS Collection Indicator Legend:

- A Value "Y" if the collection amount was forwarded to DSS
- B Value "N" if the collection amount was NOT forwarded to DSS
- C If the Interstate Indicator = "Y", then this indicator must be "Y"

Interstate Indicator Legend:

- A Value "Y" if the payment was sent directly to another state
- B Value "N" if the payment was NOT sent to another state
- C The DSS Collection Indicator must be "Y"

C Cost: DESIGNATION FEE INDICATOR

- A Value "Y" if the NCP agreed to sign the 5% fee
- B Value "R" if the NCP refused to sign
- C Blank: The NCP has not been contacted

Records Found 328 of 328 Find IV-D Data

Fig. 2 - Relational Data Base For Comparison

The idea is, if Allendale biometrics data can be cleaned with this method successfully, this application will be applied to the rest of the 46 Counties before conversion takes place for the new system.

Findings

Comparison Data

As of May 2016, 875 Child Support ordered cases exist in Allendale County Court system. A total of 800 cases are IV-D Child Support cases, while 75 are Private cases. Of the 800 IV-D cases, Family Court disbursed to the Custodial Parents 64.75% of the collections and sent remaining 35.25% to Child Support Services Division (CSSD) for disbursement to the Custodial Parents. As a result, we are concern about the biometrics of the 64.75% cases because there might have been name changes at the Court that CSSD does not have. These cases get their payments either by direct deposit into savings/checking accounts or paper checks. Cases at CSSD get their child support payments on debit card and paper check.

County Data Analysis

Case Type	Cases Ordered	Payment Entity	Payment To Clients	Percentage
IV-D Cases	800	CSSD	282	35.25%
		Family Court	518	64.75%
Private Cases	75	Family Court	75	100%
Total	875		875	

On the Allendale County Family Court system, there are 74 missing Custodial Parents Social Security Number (SSN).

Family Court System With Missing SSN			
	IV-D Cases	Private Cases	Total
Custodial Parent	11	42	53
Non-Custodial Parent	3	18	21
Total	14	60	74

Allendale County Family Court staff uses the middle name field on their system for both middle name and suffix name.

State Legacy IV-D Data Analysis

On the State Legacy IV-D system, 928 Child Support, both ordered and pending order, cases exist. There are cases without SSN. Out of these cases on IV-D system, 191 cases are not connecting to cases on Allendale County system because they are closed on the County System but have active status on State Legacy IV-D system. These cases account for about 21% of cases on State Legacy IV-D system to be looked into as to why this disparity exists. There are three IV-D cases marked at the Court as Private cases.

State Legacy IV-D System With Missing SSN

IV-D Cases	Custodial Parent	Non-Custodial Parent	Total
	4	11	15

Cases Closed On County System But Active On IV-D System

IV-D Cases	Cases	Total
	191	191

As the comparison report shows below, first line data information referred to County data while the second line referred to State Legacy IV-D system and, Custodial Parent Last (CPL) name on the County system (see pointed red arrow - Fig. 3) differs from CPL name on State Legacy IV-D system. Also, there are several cases on County system with different Custodial Parent compared with that on State Legacy system Custodial Parent.

Comparison Report

CPF	CPM	CPL	CPSSN	NCPF	NCPM	NCPL	NCPSSN	CRN	DSS CaseID
Dss	Foster Care (Sc	April			Moultrie			Y
SC DSS		Foster Care (IV-E)	April		Williams	Moultrie			
SC DSS		Foster Care(Regular)	Shaquille			Harris			
Foster	Care	Scdss	Jeffrey			Russell			Y
SC DSS		Foster Care (IV-E)	Jeffrey			Russell			
Dss	Foster Care (Sc	Norman			Owens			Y
SC DSS		Foster Care (IV-E)	Norman		Lee	Owens			
Dss	Foster Care (Sc	Steven			Smart			Y
SC DSS		Foster Care(Regular)	Steven		Leonard	Smart			
Chavonda		Eady	Kelvin			Creech			P
SC DSS		Foster Care (IV-E)	Kelvin		Romone	Creech			
Dss	Foster Care	Sc	Harry			Moultrie			Y
SC DSS		Foster Care (IV-E)	Harry			Moultrie			
Dss	Foster Care (Sc	Kevin			Davis			Y
SC DSS		Foster Care (IV-E)	Kevin			Davis			

Fig. 3 - Comparison Report (Name Check)

Comparison Report

CPF	CPM	CPL	CPSSN	NCPF	NCPM	NCPL	NCPSSN	CRN	DSS CaseID
Marcia		Greenhill	David			Greenhill			N
Marcia	A	Greenhill	David			Greenhill			
Lashonda		Jackson	Earl			Nix			N
Lashonda	Elaine	Jackson	Earl			Nix			
Parsheria		Busby	Christopher			Frederick			Y
Parsheria	G	Busby	Christopher			Frederick			
George	Ann	Campfield	Greg			Middleton			Y
George	Ann	Campfield	Greg		Lee	Middleton			
Donna	Regina	Gregory	Ben			Allen			N
Donna	Regina	Edwards	Ben		Waller	Allen			
Ametria		Washington	Timothy			Morrell			Y
Ametria	Devona	Washington	Timothy		Leonard	Morrell			
Kimberly	D	Bennon	Patrick			Thompson			Y
Kimberly	D	Bennon	Patrick			Thompson			
Vience		Doe	Vincent		Keel	Brown			N
Vience	L	Doe	Vincent		Keel	Brown			

Fig. 4 - Comparison Report (Case Check)

Recommendations

Solutions

As earlier stated above, with 46 County systems, which have differences in their system development, can be daunting when trying to convert data information on them to the new Child Support System named Palmetto Child Support System (PACSS). Since the current State System, Legacy IV-D System, has a common way of getting IV-D case information from each of these 46 systems, it will be logical to use the State Legacy IV-D System as base for converting all Child Support data to the new system. What we will be left with are Private cases on County system to be converted. This will lessen difficulties including the IV-D cases to deal with.

Action steps needed for success

Already, State Legacy IV-D System has unified payment method of disbursing Child Support Collections to clients via debit card for those with SSN and date of birth on Legacy System, and paper check to those without either SSN or date of birth. Direct deposits to bank account is lacking on the Legacy System. Some of the cases on the County System get their Child Support payment direct deposit into their bank account while majority are paid by paper check. To accommodate those that currently getting Child Support payment by direct deposit at the Court, this method of payment should be added to the State Legacy IV-D payment system.

Consultation with the IT support for the Legacy IV-D system, the direct deposit payment into bank account can be coded in within a couple of months using two programmers. This act will give seamless continuity when conversion to the new system is up and running.

Timeframes

The cleanup process can and should run concurrently with regular daily function of running Legacy IV-D System. So, when the new system is ready for production run, the Legacy IV-D

System data for all IV-D cases will be clean for conversion. The new Child Support system, PACSS, anticipates going live in about eighteen to twenty months. This is ample time to get the Legacy IV-D system cleaned, including adding direct deposit into bank account method to the Legacy IV-D system. The Child Support Services operational outpost are divided into four regions which all the 46 Counties fall under. See table below.

Regional Operation With Case Load

Charleston Region		Columbia Region		Florence Region		Greenville Region	
County	Load	County	Load	County	Load	County	Name
Allendale	915	Aiken	5,266	Chesterfield	2,395	Abbeville	945
Beaufort	5,096	Bamberg	927	Clarendon	1,885	Anderson	6,505
Berkeley	6,549	Barnwell	1,228	Darlington	3,752	Cherokee	2,602
Charleston	14,827	Calhoun	642	Dillion	2,547	Greenville	13,820
Colleton	2,404	Chester	1,827	Florence	7,846	Greenwood	3,059
Dorchester	4,268	Edgefield	806	Georgetown	2,447	Laurens	2,751
Hampton	1,206	Fairfield	1,307	Horry	9,492	Oconee	280
Jasper	1,354	Kershaw	2,210	Lee	1,248	Pickens	2,634
		Lancaster	3,020	Marion	2,328	Spartanburg	10,395
		Lexington	6,751	Marlboro	1,981		
		McCormick	396	Sumter	6,079		
		Newberry	1,836	Williamsburg	2,297		
		Orangeburg	6,143				
		Richland	19,724				
		Saluda	710				
		Union	1,432				
		York	7,984				
Total	36,619		62,209		44,297		42,991

Conclusion

Data cleanup is essential for successful conversion of Child Support data on all the 46 Counties plus Central State Legacy IV-D systems to the new Palmetto Child Support System (PACSS).

All the IV-D cases at the County system with payment history at the local level should be re-directed to the State Legacy IV-D system for disbursement pending conversion. This will facilitate a seamless operation of issuing of debit cards to those custodial parents receiving paper checks at the county level, and direct payments to custodial parents already getting their child support money directly into their bank accounts.

What will be left at the county level will be private cases on all the 46 county system that will be converted directly into the PACSS when it goes live.